2023
ANNUAL REPORT

Fiscal Year: 10/1/22 – 9/30/23





TransCen

MEANINGFUL WORK + COMMUNITY INCLUSION



About Us





TransCen

MEANINGFUL WORK + COMMUNITY INCLUSION

For over 35 years TransCen has been at the forefront of developing, implementing, and evaluating innovations in integrated employment for individuals with disabilities. TransCen offers employment services in California, Maryland, and Wisconsin to assist job seekers with disbailities in obtaining integrated competitive employment and operate the Mid-Atlantic ADA Center.

Mission Statement

Improving the lives of people with disabilities through meaningful work and community inclusion.

Our Vision

We redefine transition from school to work and disability employment through strong business and community partnerships, tailored training, and field-based research.

Our work is driven by the belief that there is a job for everyone who wants one, regardless of the nature of their disability, or other barriers to employment, their need for workplace support and accommodation, or economic circumstance.

A Letter From The Board Chair



Dear Friends of TransCen,

As Chair of the Board of Directors, it is my privilege to share with you the achievements and progress of TransCen, along with its programs WorkLink and Creative Employment Opportunities (CEO), over the past year. This year has been a testament to the resilience, dedication, and innovative spirit that defines our organization. We have navigated challenges, celebrated successes, and, most importantly, continued to make a lasting impact in our community.

Since 1986, TransCen has been a leader in improving the transition from school to work and advancing the field of disability employment. Through our direct employment services in California, Wisconsin, and Maryland, we have supported thousands of individuals in obtaining and maintaining competitive, integrated employment. Additionally, we have worked with hundreds of schools, organizations, and states to promote integrated employment as a standard.

Two of the hallmarks of this past year include our groundbreaking work in the state of Indiana, where we partnered with 33 organizations to transition from facility-based to community-based services. This initiative, among many others, reflects our unwavering commitment to meaningful work and community inclusion. Another standout project, Promoting Autonomy on the Job through the Use of Technology, funded by the Wisconsin Department of Health Services (DHS), allowed TransCen to train two cohorts of employment service providers, totaling 15 participants. The training focused on implementing technology as an alternative to on-site, in-person job support for individuals working in the community.

Thanks to the dedication of our staff and partners, we have made significant strides in ensuring that individuals with disabilities have access to the same opportunities that all of us enjoy—employment and community engagement.

The Board of Directors has remained focused on ensuring strong governance and strategic oversight as we continue to pursue our mission. This year, we were proud to welcome two new board members from Wisconsin and are actively seeking to recruit additional members from California. We believe that having a board that represents the states in which we provide services will position us for continued success in the years to come.

Of course, none of this would be possible without the generosity and support of our donors, partners, and community members. Your contributions have enabled us to expand our programs, deepen our impact, and continue serving those who rely on us. On behalf of the entire Board, thank you.

As we look ahead, I am confident that we will build on our accomplishments and face any challenges with the same determination and creativity that have brought us this far. The future is bright for TransCen, and I am excited about what we will achieve together in the coming year.

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Oliver M. Moss

Oliver Moss
Chair, Board of Directors



161
CLIENTS SERVED
Through Direct Services



273
TOTAL TRAININGS
Produced & Conducted



9,929
INDIVIDUALS TRAINED
Virtual & In Person Events



1,100 PEOPLE RECEIVED
TECHNICAL ASSISTANCE
Mid-Atlantic ADA Center Project

TransCen

Training & Consultation Division



Provided training and consultation to 60+ federal, state, and local agencies



Conducted 150 total trainings, training 2700 induviduls

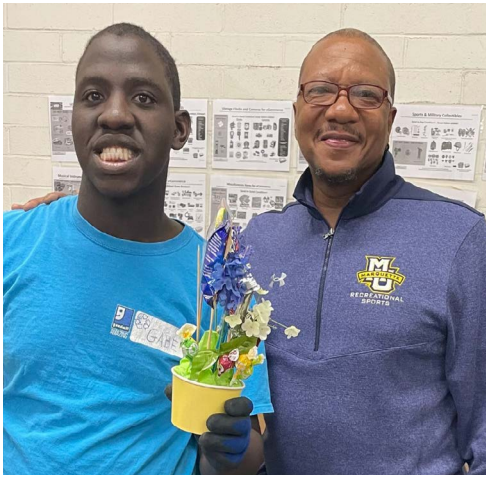
2023 has been a strong year for TransCen's Training and Consulting team.

- *Promoting Autonomy on the Job through the use of Fading & Technology*, a project funded by the Wisconsin Department of Human Services ARPA HCBS Grant, began in January. The purpose of this project is to train and provide Employment Consultants to identity ways to fade in-person job coaching support using technology.
- Two projects funded by the California Developmental Disabilities Services (DDS) *Customized Employment 2.0: From Principles to Practice & Imagine the Possibilities* (a series of in-person training in four areas throughout the state of CA followed by virtual Communities of Practice meetings) & Family Engagement Training & Parent Workshop specifically designed to provide tools the help families raise expectations around competitive employment.
- Two-week training throughout Australia (Melbourne and Canberra) focused on training a variety of organizations, agencies, and political appointees concerned with disability services and policy on Building Meaningful Lives model and Customized Employment methods
- Continuing our work with the state of Indiana Transformation Initiative -working with 33 organizations to transition from facility-based to community-based services, including competitive integrated employment.
- Collaboration with Mathematica on the Disability Innovation Fund -E (DIF) grant focusing on partnerships and collaboration.
- Subject Matter Experts (SME) with the U.S. Department of Labor's Office of Disability Employment Policy (ODEP) for the NEON project.

What people are saying about our work:

> *"TransCen was absolutely amazing in leading MSDC through the Value Stream Mapping process. Thier knowledge, energy, leadership and willingness to assist in; agency wide mind shift, interactive training, expanding understanding of possibilities of CTE, have been instrumental to our agency. MSDC is excited to have TransCen continue to lead our agency through transformation as we reinforce our commitment to Community, Individual and Family engagement."*
>
> *– Liz Shireman, Marshall Starke Development Center, Plymouth, IN Indiana Tranformation Project*

Employment Services Activities & Outcomes





In 2023, TransCen's Milwaukee office, Creative Employment Opportunities (CEO}, provided services to 84 new job seekers with disabilities. These services included career discovery, permanent job placements, internships, and job skills instruction. The CEO team assisted 22 individuals in completing paid internships and successfully securing permanent employment across industries such as customer service, manufacturing, administrative support, food service, guest relations, hospital supply chain, and environmental services.

In 2023, CEO led two Project SEARCH programs (a one-year, work-preparation program that takes place entirely at the workplace). Froedtert Health hosted 5 interns and ProHealth Waukesha Memorial Hospital hosted 8 interns. All 13 interns completed the program, with eleven securing competitive employment after graduation.

CEO hosted its third annual **Inclusive Employer Leadership Awards** event to celebrate outstanding employers who foster workplace diversity by hiring individuals with disabilities.

The 2023 honorees included **Pet Supplies Plus - Greenfield**, recognized as Employer of the Year, and **ProHealth Waukesha Memorial.** awarded the Impact Award.

Employment Services Activities & Outcomes

In Maryland, 43 students and adults with disabilities secured internships and/or competitive employment in 2023. Business opportunities expanded to the IT sector in which a job seeker was supported in securing a position as an IT assistant installingWi-Fi and high-speed cables for businesses undergoing equipment upgrades. Other business opportunities included CVS, and Muttville Doggy Daycare where one student worked as a kennel assistant.

TransCen collaborated with eight students from Poolesville High School on two innovative projects. In one project, the students developed an app to streamline workplace tasks. The second project focused on designing a multi-functional iPad case with hooks. magnets, and wearable grips, enhancing the accessibility and independence of technology use in the workplace.

In 2023, Worklink, TransCen's San Francisco office, supported 21 direct-service clients and provided Community Day support services to 25 individuals through a combination of in-person and remote (Zoom) sessions.

Worklink's community engagement activities included volunteering at organizations such as Groceries tor Seniors, Muttville, the SF Food Bank, the Railway Museum, and St. Anthony's Foundation. Clients also participated in enriching programs such as drama and healthy choices classes at San Francisco Community College, as well as a photography group and a writing club, which were standout highlights of the

TransCen

Mid-Atlantic ADA Center Activities & Outcomes

Mid-Atlantic ADA Center

The ADA Center's core services include technical assistance and training. This past year the Center:

- **Responded to 1,100 requests for technical** assistance on the Americans with Disabilities Act (ADA), answering questions and providing guidance on all aspects of the law to individuals with disabilities and their family members, business operators, architects and designers, representatives of state and local government agencies, employers, educators, and disability advocates and service providers
- Recent outcome surveys of technical assistance recipients reveal that 62% achieved an ADA implementation outcome, and an additional 33% reported either a knowledge or decision-making outcome; implementation actions ranged from state and local government agencies establishing ADA policies and staff training programs to businesses engaging in barrier removal to improve the accessibility of buildings and facilities that serve the public
- **Delivered 123 training events to 7,229 participants** Training events include webinars and virtual presentations, and customized trainings. Highlights include:
- Series of four presentations for the Community for the Prevention of Homelessness to train all staff members of homeless shelters in Washington DC on accommodations for people with disabilities in the shelter setting. The ADA Center collaborated with the DC Center for Independent Living to provide a hands-on local resource for the staff moving forward.
- A series of six presentations in collaboration with the Southwest ADA Center for the PA Administrative Office of the Courts for the ADA Coordinators in court settings across the state of Pennsylvania.
- Multiple presentations during July, Disability Pride Month, on Celebrating the Difference of Disability focusing on generational differences in our understanding of disability and how this affects inclusion of people with disabilities.
- A mini conference for people with disabilities on the employment provisions of the ADA focusing on understanding the reasonable accommodation process.
- A mini-conference for law enforcement and corrections personnel on all aspects of the ADA that apply to them.

Mission Moments



RICHARD, CEO, WISCONSIN

Richard celebrates 4 years of competitive integrated employment! Richard is supported by our team at Creative Employment Opportunities. We asked Richard how working at the Garden Center has improved his life, he replied

"I feel like I have a purpose and matter."

Richard's supervisor, Josh states:

"Richard plays an integral role at our garden center. Richard comes prepared on a daily basis and always checks with management about the priorities of the day. The thing I appreciated most about Richard is his positive attitude. He always comes in with a smile on his face!"



STEPHEN, WORKLINK, SAN FRANCISCO

Stephen has always loved SF's public transit system - the cable cars the bus lines, BART and MUNi. Currently, he is volunteering for the "F line" a historical rail line that travels down Market St to Fisherman's wharf, which is great fun for him! Stephen is very proud to be helping Muni drivers and making sure that these historical cars are clean and stocked with pamphlets for SF tourists. We are so happy to have helped him in his journey and pair him with a volunteer position he loves!

Financials

Overall Fiscal Year: **10/1/21 – 9/30/22**







TOTAL REVENUE

$3,824,779

GOVERNMENT GRANTS

$1,376,920

CONTRIBUTIONS AND PURCHASE OF SERVICE

$2,447,859

TOTAL EXPENSES

$3,296,250

PROGRAM SERVICES

$2,637,000

MANAGEMENT AND GENERAL

$659,250